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November 14, 2004

2004 NOV 24 PM 4:06

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RE: 2004 Docket #'s 04-00166 and 04-00211

T.R.A. DOCKET ROOM

TN REGULATORY AUTHORITY
DEBI TATE

Dear Sir or Madame:

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in cost and possible decreases in the time length of calls from state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30- minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up the cost. I am also concerned that the current telephone provider, Global Tel-Link lacks accountability to its customers. We insist that improved customer service and better billing service are required of all telephone service providers to prison and jails of Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope you will support families of Tennessee's prisoners and not the interest of big business.

Sincerely, -



Marcia B. Cloud

PO Box 1103

Wartburg, TN. 37887

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David and Joan Trotter
2004 NOV 24 PM 4:06 4112 Ranch Road
Johnson City, TN 37601
T.R.A. DOCKET ROOM

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TN REGULATORY AUTHORITY
DEBI TATE

November 20, 2004

Director Deborah Taylor Tate
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

Re 2004 Docket #'s 04-00166 and 04-00211

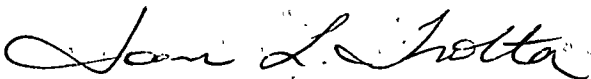
Dear Ms Tate

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from state or local penal institution

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too, often suffer in silence. It is, therefore, very important that elected and appointed government officials protect our interest. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationship through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and overnight accommodations and meals would increase the costs even more. I am also concerned that the current telephone provider, Global Tel-Link, lacks accountability to its customers. We implore you to see that improved customer service and better billing services be required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interest of big business.

Sincerely,



Joan L. Trotter